

23 September 1981

NOTE FOR: C/P&PG

FROM :

P&PG

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SUBJECT : Customer identity of ADP Equipment/parts.

1. The following comments are based on IBM practices re customer identity during CPU manufacture and maintenance activities. Comments would generally apply to other ADP vendors and equipment.

2. CPUs are manufactured in plants located in CONUS and overseas. Customer identity of production line units is known to plant personnel unless prohibited in the purchase agreement. The security of the manufacturing environment is maintained using normal industrial security procedures.

3. ADP equipment maintenance operations include vendor maintenance personnel replacing equipment components. Replacements result from normal preventive maintenance activities or operational failure.

4. Parts replaced fall into two categories: expendable or accountable. Expendable components are discarded using local or vendor waste facilities. Accountable components are returned to a central supply facility in exchange for replacements or for accountability purposes. Parts are accounted for by part number. New and replaced parts are not sanitized prior to entering or leaving a site. Once offsite, non-cleared personnel are used in the supply and repair processes.

5. A vendor supply chain usually consists of a customer site storage facility and one or more local to regional supply facilities. The end of the chain is the plant of manufacture. Accountable parts are returned to the plant of manufacture for repair via the local and regional supply facilities. Once repaired, they are made available for distribution to any customer location. Parts are transported between storage locations using non-cleared vendor or locally supplied courier services. In general, customer origin of the repaired part is not known beyond the local supply facility.

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